



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED:

STREET ADDRESS: XXXX

DUE DATE:

CITY / STATE: MI

IN SERVICE:

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This customer was scheduled to cut today at 10am. Due to Ameritech having problems of their own, they have pulled all their technicians to work on heir stuff.

On 1/6/97 At 10:15am Ameritech notified us that there was no technician scheduled to cut The ISLIC. Doug at Ameritech checked with his boss but called back to say the cut wasn't going today because of excessive trouble problems -- it needs to be rescheduled.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED:

STREET ADDRESS: XXXX

DUE DATE: 1/7/97

CITY / STATE: MI

IN SERVICE: 1/8/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This customer was to have (9) new loops installed on due date (1/7/97). It was done one day later because of "trouble". Ameritech had too many repairs so they pulled their technicians.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 11/4/96

STREET ADDRESS: XXXX

DUE DATE: 12/19/96

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 12/19/96

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This was a brand new building the customer was getting ready to move into. We ordered (15) new loops which were installed on 12/5, which allowed us to have extra time to test the lines before turning them up. Due to construction setbacks the due date was pushed out to 12/19.

On 12/18, our tech went to the customer site to test the lines and found that AMI had not brought the lines into the equipment room but instead left them outside the building. Because construction was complete, we had to have our tech go out and evaluate the site to see if it would be possible for them to get the lines into the equipment room without too much trouble. They found conduit from the closet to the outside about 4-ft from the NIJ. Fortunately, our tech had enough cable pairs to do the required work immediately so that the scheduled cutover for the next day was not affected. This could have turned into a huge loss of revenue as this customer currently has over 200 lines with brooks.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 1/2/97

STREET ADDRESS: XXXX

DUE DATE: 1/10/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/21/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

A Brooks tech went out to do inside wiring at customer premises but no dial tone at CFA. Referred to Ameritech. They reconnected drop and tagged but needs Brooks tech to connect to inside wiring.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 1/14/97

STREET ADDRESS: XXXX

DUE DATE: 1/21/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/23/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Customer called in expecting lines to be installed on 1/17/97. Because of the urgent nature, we expedited it for the 21st. Ameritech sent back a confirmed due date of the 21st. We notified the customer and told her that by the end of the day on the 21st, her lines would be up. The day of the 21st Ameritech called back to say they didn't have enough facilities. We began an intense search for answers as to why Ameritech would confirm a due date and then say there weren't facilities. No one at Ameritech could seem to give us answers and constantly left us waiting. This was escalated up to Brooks Operations on the 21st. The customer during this time is calling in wondering what day her lines will be up, threatening with a law suit, but we can't give her an answer because Ameritech won't tell us much of anything. On the 22nd, customer leaves a message for Brooks Sales and says we broke our contract and that she is going with Ameritech. Brooks Sales, Operations and Support Services call her back and during the conversation find out that when the customer called Ameritech, Ameritech gave her numbers and within 45 minutes said they could get her service by noon on the 23rd.(the next day). Operations contacted Ameritech and said that if they can have it by noon for the customer, then they can have it by noon for us as well. Customer ended up wanting to stay with us if we would have service by noon. Operations did follow up on the 23rd and pushed Ameritech at 11:40am to get out and get the lines up. They were installed by 1pm and the final lines out of the group of 16 were up by 5pm.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED:

STREET ADDRESS: XXXX

DUE DATE: 1/22/97

CITY / STATE: WYOMING MI

IN SERVICE: 1/22/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

New install. Customer has no dial tone.

Found apartment inside wire [I/W] pulled off old loop. Old loop has dial tone.

Tone out and reterminate I/W to d-mark. Line OK now.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 2/12/97

STREET ADDRESS: XXXX

DUE DATE: 3/4/97

CITY / STATE: GAINES TWP MI

IN SERVICE: 3/10/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This is a trouble ticket for Brooks Order #970212118.

Customer had no dial tone even though lines tested OK at C.O.

AMI trouble ticket #MU004868 TXNU 220926.

We went to customer premises and reported that AMI did not have customer hooked up at d-mark.

We connected correctly and line tested OK.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXXX

ORDER #: XXXXX

DATE ORDERED: 11/21/96

STREET ADDRESS: XXXXX

DUE DATE: 12/20/96

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 12/20/96

TELE #: XXXXX

AMI #: XXXXX

BRIEF DESCRIPTION OF PROBLEM:

Trying to cut-over the customer. Vendor called and said they were trying to test a few numbers and kept getting our recording. We got Ameritech on the phone and between AMI and Brooks' Translations, Provisioning, Sales Support, Pre-Engineering, and Dispatch departments we spent hours trying to figure out where the problem was.

After a lot of research, Ameritech found they had the wrong C.O. assigned to the numbers.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 1/2/97

STREET ADDRESS: XXXX

DUE DATE: 1/20/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/20/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Nick with Ameritech called on 1/10/97 with a problem of a busy CFA on this account which we were told was out of the East Wire Center. I corrected this and gave them a new CFA. I sent it back to Ameritech on that same day.

The very same day in the afternoon I got a call on my voice mail that the address of this account is not in the East Wire Center but it should be in the Empire Wire Center. The address should have been checked for the correct wire center in the beginning to avoid these delays in the customer cut-over.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXXX

ORDER #: XXXXX

DATE ORDERED: 12/12/96

STREET ADDRESS: XXXXX

DUE DATE: 1/3/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/9/97

TELE #: XXXXX

AMI #: XXXXX

BRIEF DESCRIPTION OF PROBLEM:

Original order went through as East Wire Center. Daniah from Ameritech called to say that this order should be out of Empire. Order was then reprovisioned out of Empire. Order was supposed to cut on 1/3/97.

Cut never went. Called Ameritech to find out why. Ameritech said order was out of wrong wire center. It should be the East Wire Center, which the original order was. Order was reprovisioned back to East. Expedited order to Ameritech for 1/8/97 and also gave verbal CFA change to Carol at Ameritech of 1/3/97.

REPORTER'S NAME / DEPARTMENT: XXXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 11/7/96

STREET ADDRESS: XXXX

DUE DATE: 1/14/97

CITY / STATE: MI

IN SERVICE: 1/14/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

1/13/97: a Brooks tech went to site and the cable pairs for the TXNUs appear to be open and he's unable to get dial tone. Trouble referred to John at Ameritech/NECC--will call us back with tkt#. Per Tim (Ameritech/NECC) cable pairs have continuity to D-mark so he's closing trouble ticket.

On same day, staff from Brooks Switch, Field Engineering & Dispatch placed a conference call to John at Ameritech/NECC because the pairs that were closed out on the trouble ticket were still not testing OK for our field tech. We did have a problem with John at AMI/NECC not listening to what our Switch ("toll") & Field Eng. staff were asking and he started arguing with them. He also told our man in toll to hang up even when John was asked to continue working on the problem with him. When toll tried to communicate with John he started to argue with him. I had the same problem with John in the a.m. when he issued the original trouble ticket. I had relayed the info our tech gave me, exactly as it was given, and John wrote something different on the trouble ticket--trying to say I gave him the wrong info. I tried to explain that I gave him exactly what our tech said and he started arguing with me. I told him I did not have time to waste arguing with him and if he wanted to talk to my supervisor I would get her. He just got quiet and didn't say a word. There has been a continual problem with John and I believe that our problem has been referred to Jerry Hiley at Ameritech.

1/14/97: there are two bad CFAs on order. A change was made and sent to Ameritech unbundling. The corrections were relayed to John (Ameritech C.O.), Dennis (translations) and to Scott. The cut started at 5pm. Having a problem with the two lines that have CFA changes. The C.O. person working the cut didn't know of the changes. John did not relay the changes to the rover doing the cut. Cut finally completed at 7pm.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 10/8/96

STREET ADDRESS: XXXX

DUE DATE:

CITY / STATE: MI

IN SERVICE: 11/26/96 (NOON)

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This customer has 38 lines to cutover to one Centrex group. It was established that loops would be reused. The due date was originally scheduled for 11/25/96 to even out the cutover schedule. Ameritech sent over FOC's on 11/20. On 11/20 the customer called and wanted the cut to occur on 11/26 at 10am. Ameritech, on 11/21 confirmed that the new date was OK and an email was sent to AMI as written confirmation. The vendor was notified of the cutover but per Jane at Lucent they don't need to be there.

On 11/25/96, Ameritech called to say they were concerned that if this business had a lot of incoming traffic it could slow up the cut a great deal--they can't cut if the lines are busy. Everyone agreed to change the cutover time to 7:30am. The cut started at 7:30am but Ameritech had a problem in their switch releasing the disconnect orders so that they could start the porting. As of 10am, 11/26, the porting was done except for the first 10 lines at the main address. At 12 noon Joe at AMI called to say that porting was complete.

The customer was not a "happy camper" about being without phone service for four (4) hours.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 10/23/96

STREET ADDRESS: XXXX

DUE DATE: 11/27/96

CITY / STATE: MI

IN SERVICE: 12/3/96

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This is a Centrex order for 26 lines at (4) locations. Customer wants all to be cutover at the same time.

Ameritech sent FOCs for three locations on 11/1/96 and the other on 11/4/96. Sent porting info to Ameritech on 11/6. On 11/7 Ameritech called to say we didn't address one of the numbers when actually we did.

After a couple of changes in the due dates the cut was scheduled to occur on 11/27/96 at 9am. Ameritech was sent notification in early afternoon on 11/19. On 11/20 at 4pm Ramone from Ameritech called to say he'd completed the cut for one of the locations--this wasn't supposed to occur yet. Pat (Brooks) notified Neil (Ameritech) the day before about the change in due date. The customer called on 11/21 saying they were quite upset about the business they are losing due to no service. Brooks dispatch notified Ameritech of situation and Ameritech reversed work so customers lines were operational again.

On 11/26 1pm the order was verified with Ameritech as to the next day's scheduled cut. On 11/27, the day of the cut, no dial tone was found at the d-mark--we checked the card. Ramone at Ameritech didn't work disconnect at 9am as scheduled, however C.O. worked their portion. At 11:40 Ramone was having difficulty completing translations due to traffic on lines. One of the other locations was cutting from ISLIC and wasn't complete yet.

On 12/3 all lines were working except for one in Holland. Brooks corrected the CFA problem and at 2:15pm lines were tested OK.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED:

STREET ADDRESS: XXXX

DUE DATE:

CITY / STATE: MI

IN SERVICE:

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Ameritech started to cut this customer at 3:30pm instead of the 5pm scheduled time. End result--the customer could not make any outgoing calls for about an hour until everyone figured out what was going on.

Overall, the cut did go OK but the customer is left with the impression that we did not have everything coordinated properly.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXXX

ORDER #: XXXXX

DATE ORDERED:

STREET ADDRESS: XXXXX

DUE DATE: 12/11/96

CITY / STATE: MI

IN SERVICE: 12/12/96

TELE #: XXXXX

AMI #: XXXXX

BRIEF DESCRIPTION OF PROBLEM:

This cut was due yesterday at 8am but because of multiple problems was still not done at 8pm last night. First of all, at least half of the lines were on ISLIC and we needed an Ameritech tech to change them before we could cut. This held up the cut until approximately 10am. Then the customer couldn't dial long distance because the sales person had their carrier as LDMI instead of LCI. That was an easy fix.

Then some the lines kept locking up when we dialed out. From Troy in the NOCC we discovered that the lines were going into overcurrent protection. I contacted unbundling and from my experience with Ameritech I was able to determine, by having Neal read the Ameritech assignment to me, that most of the lines that were in trouble were assigned incorrectly on GST cards. I had Neal re-dispatch the tech to change the cards and, to make a long story short, he just pulled the cards out and put them back in which reset the lines. When we dialed out they again went into overcurrent protection. Ameritech did finally dispatch a tech to change the cards in the C.O. around 10:30pm last night and we are testing the lines now.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 12/19/96

STREET ADDRESS: XXXX

DUE DATE: 1/21/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/23/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Customer wanted (3) new loops before the cut. One went in on 1/20, the second line needed to be rescheduled, the third line needed facilities put on hold until 1/22.

On 1/22 around 8:45am I got a call from Sales and Sales Support saying the customer was out of service. Ameritech cut the customer a day ahead of Brooks and were aware that Brooks' cut was to happen 1/23.

I checked with John/NECC [Ameritech] and he referred me to Laura. Laura checked and found that the disconnect order which she put in jeopardy, was taken out of that status and worked by the C.O. Laura referred it to Jerry Hiley [Ameritech]. Laura had the C.O. work the order back and the customer was back in service by 10:15am on 1/23/97.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 11/4/96

STREET ADDRESS: XXXX

DUE DATE: 1/27/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/27/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This cut-over was scheduled for 7am and never completed until 4pm -- bad loops and porting issues:

Lines 493-1007 and 493-1004 were incorrectly ported.

Brooks 493-1001 was not ported and had no dial tone until 3:30pm.

Brooks 493-1957 was humming on new loop and had no dial tone until 3:30pm.

Brooks 493-1003 was dead/no battery and had no dial tone until 3:30pm.

Lines 493-1001, 1003, 1005 cut from ISLC to bad copper pairs. Not corrected until 3:30pm.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXXX

ORDER #: XXXX

DATE ORDERED: 4/17/97

STREET ADDRESS: XXXXX

DUE DATE: 5/5/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 5/5/97

TELE #: XXXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This customer cut at 5:30pm. The NECC department at Brooks had their part of the work done. We had to wait for the CO (Ameritech) to do their work, which was light span.

The cut took 1.5 hours to do 3-lines.

REPORTER'S NAME / DEPARTMENT: XXXXXX

XXXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 3/31/97

STREET ADDRESS: XXXX

DUE DATE: 4/23/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 4/23/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

We went to customer premises the day before the cut and determined with a "drop test" that all the wires (lines) were terminating at the 6th floor d-mark. The next day, two of this customer's lines were not appearing at their 6th floor d-mark as previously determined. Brooks tech did some testing and found that the two in question were, instead, terminating at the d-mark in the basement--Ameritech had changed their destinations and without notifying Brooks.

Consequently, the cut began at 8am and the pairs were not corrected until 3pm.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 4/14/97

STREET ADDRESS: XXXX

DUE DATE: 4/23/97

CITY / STATE: JENISON MI

IN SERVICE: 4/23/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Ameritech ported the telephone #s incorrectly. Their order was passed with Brooks telephone numbers starting with 222 instead of 224.

Cut began at 7am--porting was corrected at approximately 8:45am.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXXX

ORDER #: XXXXX

DATE ORDERED: 1/20/97

STREET ADDRESS: XXXXX

DUE DATE: 2/12/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 2/12/97

TELE #: XXXXX

AMI #: XXXXX

BRIEF DESCRIPTION OF PROBLEM:

2/7/97: Customer called to say they were out of service. Ameritech had disconnected before scheduled due date. Ameritech reversed. Due date post-poned until 2/12.

2/12/97: Cut started at 8am--took 3-hrs to port 6 standard lines and 3 terminating hunt groups. We were told Ameritech had a translations problem.

REPORTER'S NAME / DEPARTMENT: XXXXXX

XXXXXX



BROOKS FIBER COMMUNICATIONS

RBOC INCIDENT REPORT

Order Identification		RBOC:	
Customer Name:		Order #	970418076
Street Address:		Date of Order:	5-8-97
City:	Grand Rapids	Due (Cut) Date:	5-8-97
State:	MI	In Service Date:	5-8-97

Brief Description of Problem

Cut started at 7:30AM and Ameritech said the cut was completed at 8:00 AM. There were 5 lines involved, all with porting. We quickly tested and found out that the porting was not working. Ameritech was notified and they could not fix this issue until 9:00 AM.

Reporter's Name		Reporting Dept.	
-----------------	--	-----------------	--



BROOKS FIBER COMMUNICATIONS

RBOC INCIDENT REPORT

Order Identification		RBOC:	
Customer Name:		Order #	970414007
Street Address:		Date of Order:	5-5-97
City:	Grand Rapids	Due (Cut) Date:	5-5-97
State:	MI	In Service Date:	5-6-97

Brief Description of Problem

This cut started 5-5-97 at 8:30AM. We needed to change 6 lines to ground start. AMI Started by saying they had to change the facilities from SLC to copper. Then they changed their mind and said they could set up the SLC to do this. By 9:30AM they said they had to get the proper information to the central office, so they could program the SLC. They were unsure how long it would take, so I let the site. At 3:30PM I was notified this had to go on copper and it would have to wait until the next day, first dispatch.

5-6-97: This order did not get completed until 10:50AM. AMI did not start this until the 9:30 AM time range.

Reporter's Name:	Reporting Dept:
------------------	-----------------

**BROOKS FIBER COMMUNICATIONS****RBOC
INCIDENT REPORT**

Order Identification		RBOC:	
Customer Name:		Order #	970513090
Street Address:		Date of Order:	5/23/97
City:	Zeeland	Due (Cut) Date:	5/23/97
State:	MI	In Service Date:	5/23/97

Brief Description of Problem

Lines 2 and 3 were wired to the wrong cable pair. Cut time 7:30 AM - wiring was not connected until noon.

Reporter's Name:

Reporting Dept.: